



2009-2012 Strategic Plan

OUR PROMISE: Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community and are dedicated to helping individuals help themselves and each other.

OUR VISION: Washington County's residents are strong, resilient, involved in the community, and live with dignity and security.

OUR MISSION: In partnership with the community, Community Action assists low-income people to achieve self-determination.

OUR CORE COMPETENCIES: Community Action

- *has a genuine concern and knowledge regarding issues of poverty and economic stability*
- *is recognized, respected and works collaboratively with all sectors of the community*
- *is a community leader in the area of early childhood development and family support*
- *is a catalyst in community efforts to address issues of homelessness and housing stability*

STRATEGIC GOALS:

Goal I. Community Engagement: Increase community engagement in issues of poverty and economic stability.

Outcome A: All 12 City governments are engaged in reducing conditions of poverty.

Outcome B: Top 20 businesses are significant partners with Community Action.

Outcome C: Faith based partnerships with Community Action increased by 50%.

Outcome D: All three sectors are engaged in community economic stability initiatives.

Goal II. Family Self-Sufficiency: Eliminate conditions of poverty and reduce barriers to economic stability.

Outcome A: Increase capability to serve families with comprehensive, holistic services.

Outcome B: Establish a Beaverton Multi-Service Center to improve access to Community Action services.

Outcome C: 80% of all eligible Head Start children are served.

Outcome D: Double the number of homes to 600 receiving weatherization services with 50% (300) receiving comprehensive services to increase the health, safety and energy efficiency.

Outcome E: Increase capacity to prevent homelessness; link employment and support services; and strengthen safety net services so that families can meet their basic needs.

Goal III. Operational Excellence: Deliver on our mission through operational excellence.

Outcome A: The agency is deficit-free, maintains at least \$1.2 million in operating capital, and raises \$300,000 in unrestricted reserve.

Outcome B: The agency invests in, develops, and sustains all employees; at least 10% are prepared to assume roles of greater responsibility.

Outcome C: The agency effectively communicates its economic and social impact on the community.



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Outcome C: The agency effectively communicates its economic and social impact on the community.

Outcome D: The agency has responsive and effective, operational technology systems.



Celebrating 45 years of
Hope. Help. Change.

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STRATEGIC GOALS:

Goal I: Community Engagement

Increase community engagement in issues of poverty and economic stability.

Outcome A: Local governments are engaged in reducing conditions of poverty.

Outcome B: Local businesses are informed about, and engaged in, reducing conditions of poverty.

Outcome C: Faith-based organizations are informed about, and engaged in, reducing conditions of poverty.

Outcome D: The agency effectively communicates its economic and social impact to the community.

Goal II: Family Self-Sufficiency

Eliminate conditions of poverty and reduce barriers to economic stability.

Outcome A: Increase the percentage of eligible Head Start children served.

Outcome B: Increase the number of homes receiving weatherization services.

Outcome C: Increase capacity to prevent homelessness.

Outcome D: Improve access to employment and training opportunities for families engaged in long term supportive services.

Goal III: Operational Excellence

Deliver on our mission through operational excellence.

Outcome A: The agency has adequate reserves to be positioned for growth and greater responsiveness to community needs.

Outcome B: The agency invests in, develops, and sustains all employees.

Outcome C: The agency has responsive and effective information technology systems.

Outcome D: Improve access to agency services